

*Our mission: Providing skilled workers for  
quality jobs that strengthen communities.*

The Idaho Department of Labor collaborates with all segments of the economy to generate quality jobs and maintain an educated, skilled work force that is the foundation of vibrant, diversified and expanding communities.

Idaho Labor serves the needs of businesses and workers in the areas of employment services, unemployment insurance, wage and hour laws, work force training, communications and research and Social Security disability determinations.

With the Workforce Development Council, which oversees department operations, Idaho Labor focuses on the needs of its customers – businesses and job seekers – by developing and providing innovative policies and programs that can be adapted to specific work environments.

Organization And Mission	Goals And Objectives	Performance Measures	Benchmark Target	External Factors
<b><u>Administrative Services</u></b> Provides fiscal, human resources, information technology, purchasing and facility services	<ul style="list-style-type: none"> <li>• Maintain productivity through reliable, secure, efficient and cost-effective services.</li> <li>• Constantly improve, update and modernize the department's information technology system.</li> <li>• Improve and enhance customer service through automation, standardization and innovation.</li> <li>• Improve staff efficiency and work environment.</li> <li>• Cooperate with other government agencies through co-location, partnerships and technical expertise.</li> <li>• Maintain accurate, timely unemployment insurance financial records.</li> </ul>	<ol style="list-style-type: none"> <li>1. Fully document financial manual and automated procedures.</li> <li>2. Maintain business continuity for IT operations.</li> <li>3. Create a revolving fund to finance department-owned local offices like Canyon County and Idaho Falls.</li> <li>4. Assume management of the central office building at 317 W. Main St.</li> <li>5. Implement new document management system.</li> <li>6. Replace benefit checks with electronic deposits and debit cards.</li> <li>7. Deposit all tax collections within 24 hours.</li> <li>8. Improve case management and financial information in the Trade Adjustment Assistance system.</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete significant portions of automated systems documentation by Dec. 31, 2008.</li> <li>2. Extend functional data storage and minimal operational capabilities offsite by Dec. 31, 2008.</li> <li>3. Background materials and proposal prepared for DFM by July 15, 2008.</li> <li>4. Notify Department of Administration of intent to assume management upon Industrial Commission vacating the building.</li> <li>5. Begin imaging of cost accounting documents by July 1, 2008. Modify document retention policies by Dec. 31, 2008.</li> <li>6. Statewide implementation of direct deposit by third quarter 2008.</li> </ol>	

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			Implement Debit Card in first quarter 2009. 7. Tax collections always deposited within 24 hours. 8. Complete Trade Adjustment Assistance system improvements by Sept. 30, 2008.	
<b><u>Communications &amp; Research</u></b>  Provides a broad range of state and local labor market, economic and demographic data to businesses, workers and researchers. Develops promotional material to support initiatives informing the business community and the labor force about department programs and services. Serves as the U.S. Census Bureau's State Data Center.	<ul style="list-style-type: none"> <li>• Statistically and actuarially support the unemployment insurance program.</li> <li>• Meet and exceed federal accuracy standards for labor market data.</li> <li>• Administer and conduct surveys to determine state employee pay levels and fringe benefits.</li> <li>• Increase public awareness and understanding of Idaho's economy, labor market situation and unemployment statistics.</li> <li>• Make labor market information easily and quickly accessible to all.</li> <li>• Support data needs of the Workforce Development Council.</li> <li>• Provide Alien Labor Certification support.</li> <li>• Market department programs and services to businesses and workers.</li> </ul>	<ol style="list-style-type: none"> <li>1. Calculate the annual standard unemployment insurance tax rate and the maximum and minimum weekly benefit amounts.</li> <li>2. Reduce the difference between estimates and final labor data.</li> <li>3. Ensure integrity of wage and benefit surveys for use by both public and private employers.</li> <li>4. Assess and analyze labor availability, skill levels and occupational demand.</li> <li>5. Increase public access to labor market and economic data via the Internet.</li> <li>6. Conduct special research projects to help policymakers make sound decisions based on solid data</li> <li>7. Process requests for prevailing wage data necessary for Alien Labor Certification requests.</li> <li>8. Produce materials promoting services and initiatives and maintain existing outreach material on the Web site.</li> </ol>	<ol style="list-style-type: none"> <li>1. Annually review and update as needed the calculation model for the Unemployment Insurance Trust Fund balance, employer tax rates and worker benefits.</li> <li>2. Less than 1 percent error on statewide estimates based on federal audit.</li> <li>3. Meet deadlines established by DFM / DHR for state employee wage data.</li> <li>4. Publish labor and economic analyses monthly in <i>Idaho Employment</i> and an annual assessment of Idaho's economy and labor force.</li> <li>5. Increase average monthly visits to the agency's labor market information Web site by 10 percent.</li> <li>6. Produce industry and occupational economic impact data and reports on the power &amp; energy, software, health care and other sectors as requested.</li> </ol>	Shifts in the national, state and local economy.  Federally- mandated changes in the methodology for calculating and maintaining all Bureau of Labor Statistics-related deliverables.  Changes in federally funded deliverables.  Changes in federal funding levels for meeting BLS and ETA deliverables and maintaining agency services.

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			<p>7. Process all Alien Labor Certification wage data requests in 10 days, averaging under seven.</p> <p>8. Provide at least two opportunities for customers to access information about major services – on the Web site and via publication.</p>	
<p><b><u>Disability Determinations Service</u></b></p> <p>Makes determinations on applicant medical eligibility for Social Security disability benefits.</p>	<ul style="list-style-type: none"> <li>• Maintain integrity and accuracy of the determinations issued.</li> <li>• Provide decisions in a cost-efficient and timely manner.</li> <li>• Participate in national meetings or conferences to ensure upcoming policies or procedures do not impact Idaho's business process negatively.</li> </ul>	<ol style="list-style-type: none"> <li>1. Retain national leadership in timeliness and productivity.</li> <li>2. Meet or exceed federal determination accuracy target of 97 percent.</li> <li>3. Increase the amount of information submitted electronically.</li> <li>4. Provide assistance to other states or components within the Social Security Administration as requested.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reduce both Title 2 and 16 average processing times to 60 days with productivity goal of 300.</li> <li>2. Meet federal accuracy goal of 97 percent.</li> <li>3. Increase medical record submission to 80 percent and 99 percent for consultative exams.</li> <li>4. Process 90 percent of initial claims within 65 days of receipt.</li> </ol>	<p>Development of Common Case Processing System may affect productivity as new system is rolled out to states.</p>
<p><b><u>Work Force Development</u></b></p> <p>Provides work force development services to drive Idaho's economic future by administering:</p> <p><b>Employment &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Employment Service</li> <li>• IdahoWorks, the automated labor exchange</li> <li>• Workforce Investment Act</li> <li>• Trade Adjustment Assistance</li> <li>• Migrant Seasonal</li> </ul>	<ul style="list-style-type: none"> <li>• Help existing and new businesses maintain their competitive edge in today's global economy by preparing Idaho's work force for high-skilled, high-wage career opportunities.</li> <li>• Promote the awareness of Labor offices as the community center for business and work force services.</li> <li>• Develop quality partnerships among business, education and work force leaders to expand the quality of and capacity for worker preparation and continuing education.</li> <li>• Provide quality training programs that increase the</li> </ul>	<ol style="list-style-type: none"> <li>1. Use Employment Services, Workforce Development Training Fund, Workforce Investment Act, Trade Adjustment Assistance, Navigator program and the Work Opportunity Tax Credit to support job creation and increased earnings in high-wage, high-skill jobs.</li> <li>2. Market and promote department services among business customers.</li> <li>3. Increase regional work force partnerships using "sector strategies" that address supply-</li> </ol>	<ol style="list-style-type: none"> <li>1. Work force programs: <ol style="list-style-type: none"> <li>a. Upgrade IdahoWorks</li> <li>b. Implement Prove-It</li> <li>c. Use training funds for 20 companies to create 500 new jobs.</li> <li>d. Enroll 2,900 in Workforce Investment Act and 600 in Trade Adjustment Assistance.</li> <li>e. 800 WIA adult and dislocated workers enter</li> </ol> </li> </ol>	<p>The economic slow down will soften the demand for new workers and expand the need for dislocated worker services. This may slow the effort on to implement "sector strategy" planning as demand continues to outpace capacity.</p> <p>Federal funding for training programs is expected to keep declining as Idaho's slow-down is outpaced</p>

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<p>Farm Workers</p> <ul style="list-style-type: none"> <li>• Alien Labor Certification</li> <li>• Veterans</li> <li>• Work Opportunity Tax Credit</li> <li>• Navigator Program for job seekers with disabilities.</li> <li>• Department staff training</li> </ul> <p><b>Business Services</b></p> <ul style="list-style-type: none"> <li>• Workforce Development Training Fund</li> </ul> <p><b>Work Force Policy</b></p> <ul style="list-style-type: none"> <li>• The Workforce Development Council</li> <li>• Nursing Workforce Center Advisory Council</li> </ul> <p><b>Career Information System</b> provides detailed Idaho occupation information and economic data to students and adults looking for jobs.</p>	<p>skills of Labor staff and improve service delivery.</p> <ul style="list-style-type: none"> <li>• Maintain competitive pricing for the Career Information System, tailoring information to customer needs and developing new products to expand customer base and customer use.</li> <li>• Assist low-income, veterans, disabled, farm workers and others facing barriers in negotiating unemployment and employment services.</li> <li>• Streamline service delivery systems and services across education, work force and employment services providers.</li> </ul>	<p>demand projections for industries with higher-than-average wage and job growth potential.</p> <p>4. Develop and implement staff training programs addressing new employee orientation, Career Development Facilitator, business services and programs other than unemployment insurance.</p> <p>5. Expand Career Information System customer base and revenues from products.</p>	<p>employment.</p> <p>f. 280 WIA youth employed or in post-secondary education.</p> <p>g. 270 WIA youth get degree or certification.</p> <p>h. Certify 1,500 Workforce Opportunity Tax Credits.</p> <p>2. Marketing: Develop tools to track overall business use of and satisfaction with department services.</p> <p>3. Partnerships:</p> <p>a. Help local offices establish specific “sector strategy” plans and goals for business outreach.</p> <p>b. Promote best practices and tools for effective business outreach.</p> <p>c. Develop a comprehensive work force report and strategic plan to address nursing work force shortage.</p> <p>4. Staff Training:</p> <p>a. Enroll 100 staff in Career Development Facilitator training.</p> <p>b. Implement new employee orientation training.</p> <p>c. Develop staff training for “sector strategy” business services and Workforce Investment Act.</p> <p>5. Policy:</p> <p>a. Adopt a strategic plan to im-</p>	<p>by more severe economic impacts in other parts of the country.</p> <p>Legislation to reauthorize WIA and Employment Services is expected to resurface in the next Congress with potential changes to design. This may force a reprioritization of activities as a much reduced staff implements federally required changes at the expense of state identified improvements.</p> <p>Changing federal reporting requirements could overwhelm IT capacity if adopted as proposed.</p> <p>Mandates for I-9 processing on legal work status for farm workers and other customers would shift limited resources away from critical activities.</p>

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			<p>prove Idaho's work force, re-focus youth investments and aid Idaho's business customers.</p> <p>b. Finalize statistical report on state nursing shortage.</p>	
<p><b><u>Field Services</u></b></p> <p>Provides a broad array of labor exchange services to job seekers and employers both electronically and through staff at the 25 local offices across the state. These services include unemployment insurance benefits, job referrals, labor market information, Workforce Investment Act training opportunities, career guidance, business job fairs, rapid response services to dislocated workers and services to veterans, farmworkers and individuals with disabilities.</p> <p><b><u>Area I Offices</u></b>  Bonners Ferry, Sandpoint, Coeur d'Alene, Lewiston, Silver Valley (Kellogg), Orofino, Grangeville, Moscow, St. Maries, Salmon, Rexburg, Blackfoot, Idaho Falls, Pocatello and Soda Springs.</p> <p><b><u>Area II Offices</u></b>  Blaine County (Hailey), Mini-Cassia (Burley), Magic Valley (Twin Falls), Mountain Home, Boise, Meridian, Canyon County (Caldwell), Payette, McCall and Emmett.</p>	<ul style="list-style-type: none"> <li>• Provide job search assistance, labor market information and vocational guidance to job seekers.</li> <li>• Facilitate employer job recruitment.</li> <li>• Assist workers who are victims of mass layoffs or plant closures with training and unemployment insurance applications.</li> <li>• Assist in job searches for veterans, those with disabilities and others facing employment barriers.</li> <li>• Recruit new businesses and help existing businesses expand.</li> <li>• Encourage formation of local employer associations.</li> <li>• Staff state employee recruiting responsibility for the Division of Human Resources.</li> </ul>	<ol style="list-style-type: none"> <li>1. Increase job seeker registrations, employer job listings and veterans assistance.</li> <li>2. Increase the number of people provided job training.</li> <li>3. Improve placement rate for those hit by mass layoffs or plant closings.</li> <li>4. Schedule employee workshops immediately upon layoff notification.</li> <li>5. Expand employer recruitment efforts.</li> <li>6. Seven employer associations in operation.</li> <li>7. Provide user-friendly employee recruiting system to state agencies.</li> </ol>	<ol style="list-style-type: none"> <li>1. Raise registrations to 183,000, job openings listed to 105,000, veterans served to 16,000.</li> <li>2. Provide job training to 810 adults, 897 youth, 645 displaced workers and 55 older workers.</li> <li>3. Meet or exceed placement rate target of 62 percent.</li> <li>4. Workshops to be scheduled within three days of layoff notice.</li> <li>5. Enhance business outreach and develop strategies to transform operations to meet Governor's initiative for responsible government through education and work force training.</li> <li>6. Employer associations continue to hold monthly or quarterly meetings on a broad range of issues.</li> <li>7. Work with IT programmers to improve the IdahoWorks system including a searchable resume function.</li> </ol>	<p>Reduction in federal funding.</p> <p>Immediate response to extended unemployment insurance benefits elevate that to a top priority above many others.</p>



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<p><b><u>Unemployment Insurance</u></b></p> <p>The <b>Benefits Bureau</b> keeps the unemployment insurance laws up to date and assists in maintaining and upgrading benefit determination and distribution.</p> <p>The <b>Compliance Bureau</b> ensures program integrity, policing employer tax payments and worker benefit payments.</p> <p>The <b>Wage and Hour Section</b> administers wage laws and farm contractor licensing.</p> <p><b>Appeals Bureau</b> issues determinations in benefit and wage disputes.</p>	<ul style="list-style-type: none"> <li>• Ensure compliance with state and federal laws.</li> <li>• Meet and exceed benefit performance standards.</li> <li>• Provide quality guidance and program training.</li> <li>• Make prompt, accurate payment of claimant benefits.</li> <li>• Maintain and enhance communication on program and legal details with both employers and workers.</li> <li>• Modernize IdahoWorks, claimant online filing system.</li> <li>• Detect benefit fraud, benefit abuse, tax avoidance and worker misclassification.</li> <li>• Ensure taxes are paid and benefit overpayments are recovered.</li> <li>• Build an online system for filing unpaid wage claims.</li> <li>• Collect unpaid employee wages.</li> <li>• Monitor compliance of farm labor contractors with licensing law.</li> <li>• Maintain affordability of appeals process.</li> <li>• Maintain timely processing of appeals cases.</li> </ul>	<ol style="list-style-type: none"> <li>1. Assure Internet portal and staff have up-to-date information.</li> <li>2. Ensure availability of basic, intermediate and advanced UI training to staff.</li> <li>3. Meet Acceptable-Level-of- Performance standards despite severe federal budget cuts.</li> <li>4. Provide direct deposit or debit cards for benefit payments.</li> <li>5. Incorporate case management and issues adjudication in rewritten online claims filing systems.</li> <li>6. Offer regional seminars for employers. Introduce ECORE – Employer Contact and Online Reporting at regional seminars.</li> <li>7. Improve required claimant work search and continue administering Reemployment Eligibility Assessment.</li> <li>8. Put tax fraud link on Web site.</li> <li>9. Intensify fraud and evasion investigations.</li> <li>10. Provide safety and investigations training to all field staff.</li> <li>11. Provide online wage claim processing.</li> <li>12. Continue pressing cases against unlicensed farm labor contractors.</li> <li>13. Use CDs and reduce documents that need to be mailed.</li> <li>14. Eliminate duplicate appeals entry and reduce time in posting</li> </ol>	<ol style="list-style-type: none"> <li>1-2. Field staff adequately trained in claims processes, and 30 new adjudicators complete online training by September 2008.</li> <li>3. In addition to meeting specific standards, Idaho will rank in the top 10 in Benefit Timeliness and Quality scores for separation and non- separation issues at quarterly tripartite. First pay timeliness to exceed 90 percent quarterly.</li> <li>4. Twenty percent of claimants participating in direct deposit by start of FY2009. Sixty percent reduction in payment processing and mailing costs. Full participation in direct deposit or debit card for all claimants by December 2009.</li> <li>5. Determination quality continues to meet or exceed federal minimum of 80 percent.</li> <li>6. Employer participation in ECORE at 10 percent by March 2009.</li> <li>7. Verification of work-seeking activity continues at 10 percent of claimants.</li> <li>8. Establish link and update Internet by early FY2009.</li> <li>9. Twenty-four joint investigations.</li> </ol>	<p>Further reductions in federal operating grants.</p> <p>Safety and investigations training depends on availability of funds and legislative approval.</p>

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		data.	<p>Audit software re- built by Sept. 30, 2008. One percent tax audit penetra- tion with 90 per- cent request and 10 percent ran- dom. Five percent increase in benefit overpayment es- tablishments. In- crease benefit overpayment re- covery rate by 3 percent to 81.9 percent. Decrease tax collection re- ceivables older than 12 months by 8 percent as of Sept. 30.</p> <p>10. Provide safety and investigation training by De- cember 2008.</p> <p>11. Implement online wage claim filing system by first quarter 2009. Collect \$500,000 in unpaid wages in FY2009. Conduct 80 presentations.</p> <p>12. Bring farm la- bor contractor vio- lations to county prosecutors for trial.</p> <p>13. Report actual savings from shift to CDs periodi- cally.</p> <p>14. Idaho will rank in the top 10 states nationally in aver- age age of cases and the time to complete cases during 2008. Cod- ing and testing of Appeals Process- ing and Confer- ence Management application will be completed. Formal presentation to lo- cal office manag- ers on fraud case</p>	

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			participation will be made during managers meetings.	



Idaho Labor has a long history of innovation that enables the department to maintain program and service levels and keep all 25 local offices open in the face of drastic reductions in its federal funding.

The recent return of Idaho Labor to an independent department, separate from the Department of Commerce, will not affect the coordinated approach the state has taken to economic development, business recruitment and job creation that has been responsible, at least in part, for the dramatic economic expansion Idaho enjoyed during the mid-2000s.

With 25 offices serving as the direct link between businesses and workers and state government, Idaho Labor is perfectly situated, as the state's lead agency in work force development, to continue working closely with the Department of Commerce to maintain Idaho's economic strength.

To get more information on the Idaho Department of Labor's strategic plan, contact Bob Fick at (208) 332-3570 ext 3628 or at [bob.fick@labor.idaho.gov](mailto:bob.fick@labor.idaho.gov).